



Community &  
Voluntary Services  
cheshire east

# CVS Recovery Event Communications

How to best promote your current and new services – whether remote or at your premises. How to communicate your future plans and manage people's expectations.

# Who do you need to communicate with?

- Service Users / Beneficiaries
- Customers / Members of the public
- Your team
- Other Stakeholders

# Communications should:

- Promote your re-opening OR new service
- Give reassurance
- Explain new processes and Manage expectations
- Be realistic and explain any potential risks
- Have clear contact methods
- Be clear, informative and easy to absorb

# Communication methods

- Social Media
- Website
- Newsletters
- Posters clearly displayed outside of buildings
- Mailings
- Via partner agencies / CVS
- Additional support

# Advice should come from approved sources

- HSE (Health & Safety Executive)
- Government
- NHS
- Local Authority

# HSE poster should be displayed

## Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

### • FIVE STEPS TO SAFER WORKING TOGETHER •

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer \_\_\_\_\_ Date \_\_\_\_\_

Who to contact: \_\_\_\_\_ Your Health and Safety Representative  
(or the Health and Safety Executive at [www.hse.gov.uk](http://www.hse.gov.uk) or 0300 003 1647)

# CORONAVIRUS

## Fact sheet for kids



### WHAT IS CORONAVIRUS?

A coronavirus is a type of virus. Coronavirus (COVID-19) is a new strain of coronavirus, which means no-one has caught it before and our bodies are not immune (protected) from it yet. It spreads very quickly and is making a lot of people poorly at the moment.

### HOW DOES A VIRUS WORK?

1. Your body is made up of millions of tiny cells.
2. Viruses can't survive outside the body for long, so they try to get into our cells.
3. When viruses get inside our cells, we get infected.
4. Once a cell is 'infected', the virus multiplies and can spread around the body.
5. Our body produces antibodies that fight the virus and help us get better.

### WHO CAN CATCH IT?



Children can catch the virus just as easily as adults, but it doesn't make them as poorly.

Adults who are already poorly and elderly people are the most affected, but most people can get better from it.

### HOW CAN WE PROTECT OURSELVES?

The virus can spread very easily and we carry it and pass it onto others even if we don't feel poorly ourselves.

There are 2 important things we can do to protect ourselves, our friends and our family.



#### WASH YOUR HANDS

Washing your hands with soap and water helps get rid of the virus. This will prevent the virus from getting into our bodies and spreading to other people. Let's all remind one another to wash our hands!



#### AVOID OTHER PEOPLE

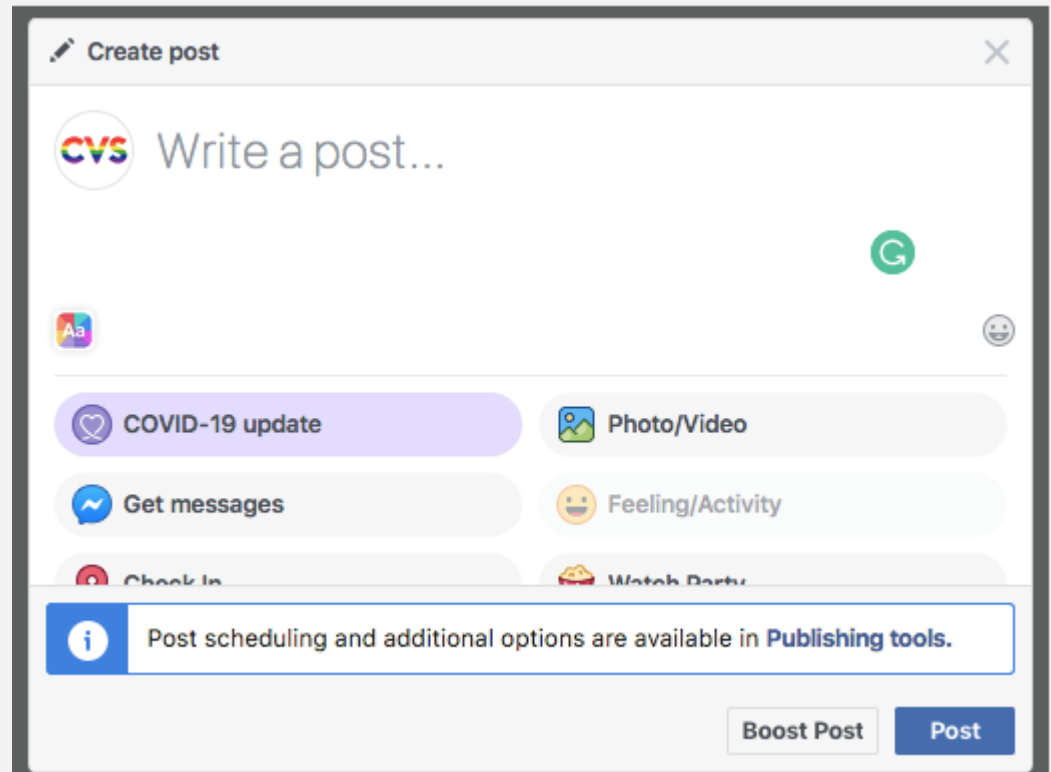
To stop the virus spreading, we need to keep away from other people and stay at home for a time. But don't worry - life will go back to normal!



# Facebook

## Covid-19 update

- You can mark your Facebook posts as COVID-19 updates and should be used to update people on actions taken and current in house practices and guidelines.



# Introductions, experiences and sharing best practice

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